



THE COMMONWEALTH OF MASSACHUSETTS
EXECUTIVE OFFICE OF LABOR AND WORKFORCE DEVELOPMENT

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We are writing to notify you that a data breach occurred recently and may have involved an unauthorized acquisition of your personal information. The data breach resulted from an unauthorized intrusion into networks utilized by staff at the Department of Unemployment Assistance (DUA), Department of Career Services (DCS), and some One-Stop Career Centers between April 19, 2011 and May 13, 2011. There is a possibility that the data breach affected confidential claimant information, including names, Social Security Numbers, email addresses, and residential addresses. We believe that only claimants who filed a new claim, requested staff assistance with their claim, or entered personal information on a computer in a public resource room during this timeframe might have been affected by this data breach. If you accessed your information online via DUA QUEST, WebCert or JobQuest, and a staff member was not involved with your claim, your information has not been compromised.

Under Massachusetts law, you have the right to obtain any police report filed in regard to this incident. If you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it.

Massachusetts law also allows consumers to place a security freeze on their credit reports. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. Please be aware, however, that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services.

If you have been a victim of identity theft, and you provide the credit reporting agency with a valid police report, it cannot charge you to place, lift or remove a security freeze. In all other cases, a credit reporting agency may charge you up to \$5.00 each to place, temporarily lift, or permanently remove a security freeze.

To place a security freeze on your credit report, you must send a written request to each of the three major consumer reporting agencies: Equifax (www.equifax.com); Experian (www.experian.com); and TransUnion (www.transunion.com) by regular, certified or overnight mail at the addresses below:

Equifax Security Freeze
P.O. Box 105788
Atlanta, GA 30348

Experian Security Freeze
P.O. Box 9554
Allen, TX 75013

Trans Union Security Freeze
Fraud Victim Assistance Department
P.O. Box 6790
Fullerton, CA 92834

In order to request a security freeze, you will need to provide the following information:

1. Your full name (including middle initial as well as Jr., Sr., II, III, etc.);
2. Social Security Number;
3. Date of birth;
4. If you have moved in the past five (5) years, provide the addresses where you have lived over the prior five years;
5. Proof of current address such as a current utility bill or telephone bill;
6. A legible photocopy of a government issued identification card (state driver's license or ID card, military identification, etc.)
7. If you are a victim of identity theft, include a copy of either the police report, investigative report, or complaint to a law enforcement agency concerning identity theft;
8. If you are not a victim of identity theft, include payment by check, money order, or credit card (Visa, MasterCard, American Express or Discover only). Do not send cash through the mail.

The credit reporting agencies have three (3) business days after receiving your request to place a security freeze on your credit report. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password, or both that can be used by you to authorize the removal or lifting of the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must call or send a written request to the credit reporting agencies by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze as well as the identities of those entities or individuals you would like to receive your credit report or the specific period of time you want the credit report available. The credit reporting agencies have three (3) business days after receiving your request to lift the security freeze for those identified entities or for the specified period of time.

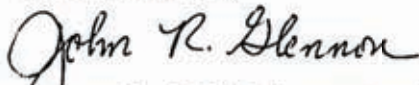
To remove the security freeze, you must send a written request to each of the three credit bureaus by mail and include proper identification (name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze. The credit bureaus have three (3) business days after receiving your request to remove the security freeze.

Federal law requires that each of the credit reporting companies provide you with a free copy of your credit report, at your request, once every twelve months. The Federal Trade Commission states that you can visit www.annualcreditreport.com or call 1-877-322-8228 for more information. Additionally, the Federal Trade Commission advises individuals who suspect that they are victims of identity theft to place a fraud alert on their credit report. Contact the toll-free fraud number of any of the three consumer reporting companies to place a fraud alert on your credit report (TransUnion: 1-800-680-7289; Equifax: 1-800-525-6285; Experian: 1-888-EXPERIAN (397-3742)). An initial fraud alert remains in place for 90 days, and you only need to contact one of the three companies to place an alert. The company you call is required to contact the other two, which will place an alert on their versions of your credit report, too.

We advise all claimants and career center users to be vigilant with their personal information and financial matters. Individuals who conducted business with DCS, DUA, or at a One-Stop Career Center that required a staff person to access their files between April 19 and May 13 should be especially vigilant and may want to take some of the precautions outlined above. The Executive Office of Labor and Workforce Development's website (www.mass.gov/eolwd) will also include information to help individuals take any necessary further steps. EOLWD has also set up a hotline, 1-877-232-6200, that will be staffed for extended hours for the next two weeks.

We apologize for the inconvenience and want to assure you that we have addressed the situation and the breach is no longer active. We will continue to be available to help residents through this difficult situation.

John R. Glennon



Secretariat Chief Information Officer
(SCIO)

Executive Office of Labor and Workforce Development